

M.B.A Semester-IV Examination
MANAGEMENT OF GROUP PROCESS
Paper—MBA/4303/OB

Time : Three Hours]

[Maximum Marks : 70

Note :— (1) Attempt ALL questions.

(2) Figure to the right indicate marks.

SECTION—A

1. (A) What do you mean by group development ? Explain various stages in the development of a group. 14

OR

- (B) What are the different types of groups in organisations ? Explain with their characteristics and suitable examples. 14

SECTION—B

2. (A) Discuss the concept conflicts and negotiations in groups. 7
(B) You as a HR Manager conducting training programme for new recruited employee for their development but due to conflict between HR Manager and some other employees they are resisting the training programme and not at all interested to attain it. How will you tackle this conflicts between manager and employees ? 7

OR

- (C) Discuss the determinants of group behaviour. 7
(D) "Majority of problems are solved only through sound interaction or negotiation." Justify this statement with help of group concept and its negotiation. 7
3. (A) What do you understand by group dynamics ? 7
(B) Ismail has recently joined mechanic group of Maruti Dealer in Amravati. He has rich experience of his trade and has been quite helpful in solving any mechanical problems that his colleagues come across. He is being regarded as the most respectful member of the group. The other senior member have become jealous of Ismail. Explain the group phenomenon in this situation at the Maruti Dealer. 7

OR

- (C) What do you mean by inter-group process ? 7
(D) A super star department store never experienced HR problems. Because the employees are mostly closed relatives of each other including management. Since few months the sales of the store started declined on investigation it was found that employees attend their work during working hours in convenience with the each other. Identify the key problem. 7
4. (A) What interpersonal communication ? Explain its relevance in organizations. 7
(B) What are the specific stages involved in developing interpersonal relationship ? 7

OR

- (C) How interpersonal awareness can be increased in the group ? 7
(D) What is communication feedback process ? State its significance in organisational development. 7

SECTION—C

5. Myra has been assigned a team of 10 people to help her plan a major customer appreciation event. They have been working together for over a month now and they just haven't really come together as a team. She was sure she started off well. She contracted each individual on the team and let them know their responsibilities on the project.

Each of the members gets the tasks completed, but don't seem concerned with the others on the team. If someone needs help, no one pitches in to assist. If a team member has a problem, no one helps him to solve that problem. Few days ago one of the team members had an emergency and asked if someone on the team could have a call with the sales team so she could leave early. No one offered to help so Myra jumped in to assist. Myra had to do something. This was a bad experience for everyone frankly and some folks already were talking about getting off the project, plus she felt the event won't be as good as it could if they just came together as a team.

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| (a) Analyze the case. | 3 |
| (b) What were problems faced by Myra ? What kind of leadership Myra should adopt in this situations ? | 5 |
| (c) How will you advice Myra to build a synergetic and high performing team ? | 6 |